

Waukesha County Communications (WCC)
Dispatch Operations Communications
Meeting Agenda & Summary Notes

Chair – Donald Wiemer

Co-Chair – John Dahms

Commission Members

Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel and Daniel Tushaus

Meeting Date: 12-05-05 **Time:** 13:00-15:00 **Location:** Waukesha County Communications Center

Present: Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel, John Dahms, Dave Reed, Daniel Tushaus, Richard Tuma, Mark Mader, Don Weimer, Sherri Stigler and Denise Wingenter

Meeting Agenda

Topics To Be Discussed:

1. Dispatch Times
2. APCO
3. IP Mobile Data
4. Police Protocols
5. SOP Changes
6. Fire Protocols
7. Next Meeting

Summary Notes

1. Dispatch Times:

- A. In September, Police calls averaged 2:26 and in October averaged 2:15. November times may up slightly due to the new system changes. The instructor for the new system (Pro QA) had also noted during training that we could anticipate time increases until dispatchers had time to adapt to the new software.
- B. Fire call times for September averaged 2:08, in October they averaged 1:47 and November they averaged 1:47. There was a decrease in time by 26-33 seconds to dispatch calls.

2. APCO:

- A. Sunday evening APCO will be in for a tour and to observe. Monday and Tuesday They will be here from 8 a.m. to 7 p.m. and should finish Wednesday by noon.
- B. APCO will meet with DOC, Police Protocols and Fire Protocols committee Chairmen.

3. IP Mobile Data;

- A. IP Mobile shall issue a Grant of \$800,000.00 to Police Agencies to update laptops, modems and software interface, to be implemented in two phases. Don Wiemer

asked about bidding hardware. Richard Tuma responded that Spillman will probably be chosen.

4. Police Protocols:

- A. Dave Reed was pleased that the dispatch times were down, and he's hearing good things from his officers regarding the dispatching in general.
- B. There are ongoing concerns with dispatchers and lack of attention to detail when dispatching necessary information. Richard Tuma assures everyone that additional training is being conducted. He also advised that Supervisor Sherri Stigler has begun the quality assurance process for all EMD and fire calls. Mr. Tuma also advised that the disciplinary process is also being utilized appropriately and if necessary.
- C. The Quality Assurance Team has had three meetings but no formal minutes are available at this time.
- D. Code tables were passed out. Police SOP only. Approval is needed. To be compliant w/IBR, it appears we have more codes than what is necessary. Dave Reed made a motion for approval. Don Wiemer seconded the motion.

5. SOP Changes:

- A. Police Call Taker/Gathering of information
- B. ATL's to specific unit is now implemented.
- C. Agencies need to be educated on this.

Dan Tushaus made a Motion to accept. Jeff Johnson seconds that Motion. All in favor.

6. Fire Protocols:

- A. Jeff Johnson states that the firefighters have the same concerns as the police.
- B. The TB Natures in CAD are generally fixed. Jeff Johnson is working on descriptions because an update is required. Jeff wants to use user-friendly descriptions and make any manual changes to the Fire Cards. He will give a copy of the list to all Fire/EMS Agencies. Richard Tuma stated that once a TB Nature code is approved it will go to Police Protocols because some codes carry over to Police. Once the code is approved then Fire Protocols will do a response plan and that will be put in to the system.

Greg Jezak made a Motion to Approve. John Dahms seconds the Motion. All in favor.

- C. Jeff Johnson recommends we change the priority nature in the system to match the Cad system and the EMD Priority System.

Dan Tushaus made a Motion to accept. Greg Jezak seconds that Motion. All in Favor.

7. Next Meeting;

A. Don Wiemer states that at the next meeting they should call an election.

Dick Manke makes a Motion to adjourn the meeting. Scott Taubel seconds the Motion.
All in favor.

Handouts – N/A

Presentations – N/A

Requested Attendees –N/A Requested Documents – N/A

**Next Scheduled Meeting:
Waukesha County Communications'
Monday, January 9, 2006
Time: 13:00-15:00**

Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature:_____

Date:_____